Dramatic enhancement of Michigan.gov has occurred since the last e-Michigan Global Update was sent on November 13, 2001. **Traffic has grown 2-3 times greater than the 100,000 average daily page views experienced prior to the Michigan.gov launch in July 2001, an indicator of high customer satisfaction.** Also, since November, the State received additional national recognition for Michigan.gov; several new online business, consumer, education, and family, health and safety services were launched; agency websites migrated on schedule to the "common look-and-feel" of Michigan.gov; and Governor John Engler filed Executive Order 2002-2 extending the e-Michigan Office beyond its original two-year life

This e-Michigan Global Update describes these and other activities at e-Michigan since November, under the following topics:

- ➢ New Online Services
- ➢ e-Michigan Office Executive Order
- ➢ Awards and Recognition
- ➢ e-Government Leadership Summit
- ➢ Agency Website Migration
- ➢ Other Accomplishments
- ➢ Recent Events
- ➢ Upcoming Events
- ➢ Receiving Global Updates

New Online Services

Governor Engler issued separate press releases to launch several new online business, consumer, education, and family, health and safety applications. Also, the e-Michigan Office followed-up on the Governor's announcements by providing briefings and articles to several associations having a need for more detailed information about the launches. As a result, launches were widely reported upon in State and national publications, and on websites maintained by various organizations. Additionally, launches were communicated to all State employees in mass email messages.

Launches were made as follows:

- Online Education Services – On November 30, 2001, Governor Engler announced the availability of new online education services to provide families with unprecedented online access to information about individual schools, certified teachers, scholarships,

grants, and more. These new services included MI School Information Online, MI Scholarships Online, and License Look-up for Teachers. In January, Michigan.gov enhanced the Paying for Higher Education portal. (For more information, visit http://www.michigan.gov/gov/1,1431,7-103-703-5387--M_2001_11,00.html.)

- Online Consumer and Licensing Information – On December 21, 2001, Governor Engler announced that Michigan now has more consumer and licensing information than ever available on the Web, ranging from lookups for child daycare providers to disciplinary reports for professions and long-term care providers licensed by the state of Michigan. These new services included Long-Term Care Provider Look-ups and Companion Inspection Reports; License Look-up for Teachers; Financial Lenders License Look-up; Administrative Law Hearings Calendar; Health License Look-up and Companion Disciplinary Action Reports; and License Renewal for Health Professionals. (For more information, visit http://www.michigan.gov/gov/1,1431,7-103-703-6291--M_2001_12,00.html.)

- Online Business Services – On February 22, 2002, Governor Engler announced the launch of the following online business services:

    - Services for New or Expanding Businesses – Services include Business Name and Entity Search, Online Business Startup, and Economic and Business Incentive Profilers.
    - Doing Business with the State - Services include License Renewals for Health Professionals, Bid Status Lookup, Online Road Funding Grant Applications, and MDOT Bid Express.
    - Easier Filing of Required Reports - Services include Online Quarterly Wage Reports, Unemployment Filing for Employers, Electronic Wastewater Discharge Monitoring Reports, Public Service Commission Electronic Case Filings, and Single Business Tax Filing.

    (For more information, visit http://www.michigan.gov/gov/1,1431,7-103-703-15537--M,00.html.)

e-Michigan Office Executive Order Filed

On February 22, 2002, Governor Engler filed Executive Order 2002-2, creating the new e-Michigan Office as a Cabinet-level Type I agency within the Department of Information Technology. Originally created as a temporary, two-year agency, e-Michigan will build upon the success it has already achieved in advancing the coordinated delivery of state electronic services. "e-Michigan has served as the model for how information technology projects should be done in state government," said Governor Engler. "It has delivered an exceptional product on time and within budget."

(To view Executive Order 2002-2, visit http://www.michigan.gov/gov/1,1431,7-103-704-15513--M,00.html.)

Awards and Recognition

Computerworld Honoring Michigan for "Reinvention of State Government Online"
On December 4, 2001, the e-Michigan Office was informed by the Computerworld
Honors Program that the State of Michigan will be honored as a "2002 Program
Laureate" for Michigan.gov and the reinvention of State government online. The award
is presented on an annual basis to individuals, organizations, and institutions "whose
visionary use of information technology has contributed significantly to the improvement
of society." Michigan will formally receive its award in San Francisco on April 7, 2002.
(For more information, visit http://www.michigan.gov/e-michigan/1,1607,7-112-
916_917-8096--,00.html.)

"Our Vision for Michigan's e-Government Future Is On Target"
Governor John Engler announced on January 8, 2002, that Michigan earned a Top 10
ranking for online government services delivery in the national 2001 Digital State
Survey. "This award demonstrates that Michigan continues its national leadership in
using technology to better serve citizens and businesses," the Governor said. "We view
this latest accolade as recognition that our vision for Michigan's e-government future is
on target." The annual survey represents a yearlong examination of the 50 states and
their progress in implementing technologies to improve service delivery to citizens. (For
more information, visit http://www.michigan.gov/gov/1,1431,7-103-703-8095--
M,00.html.)

Governor Engler's "Passion for Technology Benefits State"
The *Detroit Free Press*, in a January 14, 2002 article entitled "Passion for Technology
Benefits State," praised Governor John Engler for his leadership as "Michigan's
technology governor." Among the Governor's "considerable" achievements, the article
cited e-government, stating: "Through its Michigan.gov Web site
(http://www.michigan.gov/), the state has become a national model for using the Web to
provide governmental services. All state government departments, many agencies and
courts are available online, and the site makes it possible for citizens to get many permits
and licenses over the Internet." (To view the article, visit
http://www.freep.com/money/tech/mwend14_20020114.htm.)

e-Government Leadership Summit

On November 29, 2001, Governor Engler brought together the State's business and
technology leaders at the State of Michigan e-Government Leadership Summit. The
purpose of the Summit was to help all agency leaders understand the current status and
future direction of e-government in the State of Michigan.

Summit presentations, listed below, are available on the e-Michigan website at
http://www.michigan.gov/e-michigan/1,1607,7-112-916_917-3987--,00.html:

- Welcome and Overview
- Michigan.gov: Approach and Technologies
- Case Study: Online Stores and Shopping Carts
- Case Study: Online Forms and Invoicing
- Case Study: Content Management for Websites
- Case Study: Business Process Reengineering
- Future of e-Government in Michigan
- Governor's Presentation

Also, while at the Summit, Governor Engler announced his vision for the MI HiSpeed Internet Plan. The e-Michigan website provides links to the Governor's press release and updates, which are posted on the Governor's website at http:www.michigan.gov/gov.

Following the Summit, IBM shared similar information with agency information technology staff at a conference on December 7, 2001.

Agency Website Migration

Since launch of the Michigan.gov portal in July 2001, e-Michigan's Agency Migration team has been assisting agency business and technical staff in migrating their websites to the common Michigan.gov content management architecture. This migration, including a commitment to customer-focused design and navigation, will facilitate the application of a common look-and-feel to all web sites and improves the speed and efficiency with which the State can update and maintain web sites.

The Agency Migration team includes members of the e-Michigan Center of Excellence (COE), agency representatives, and Deloitte Consulting team leaders. The team is on track to migrate Executive Branch agency websites to the portal by May 2002. As part of this process, the Agency Migration team helps agencies to redesign their current websites, with a focus on developing customer-centric navigation and a new look and feel that is consistent with the portal. The Agency Migration team also assists agencies with automating and streamlining applications that currently require manual, paper-based efforts.

The following agency sites are live within Vignette, the content management tool being used to develop Michigan.gov and agency websites:

Center for Educational Performance & Information - http://www.michigan.gov/cepi
Children's Ombudsman - http://www.michigan.gov/oco
Corrections - http://www.michigan.gov/corrections
e-Michigan Office - http://www.michigan.gov/e-michigan
History, Arts and Libraries - http://www.michigan.gov/hal
Information Technology - http://www.michigan.gov/dit
Michigan Environmental Science Board - http://www.michigan.gov/mesb

Michigan Lottery - http://www.michigan.gov/lottery
MI Student Aid - http://www. michigan.gov/mistudentaid
Military and Veterans Affairs- http://www.michigan.gov/dmva
Office of the Governor - http://www.michigan.gov/gov
Office of the First Lady - http://www.michigan.gov/firstlady
Office of the Lieutenant Governor - http://www.michigan.gov/ltgov
Treasury - http://www.michigan.gov/treasury
Unemployment Agency - http://www.michigan.gov/ua

All other agency sites are in the process of being migrated. For more information on this process, go to http://www.Michigan.gov/e-michigan and click on the Agency Migration Quick Link.

Other Accomplishments

State Employees Encouraged to "Bookmark" Michigan.gov
All 67,000 State employees received a Michigan.gov awareness flier with their pay statements on January 17, 2002. The fliers were designed to look like a bookmark, as employees were asked to "bookmark" Michigan.gov as their first stop for finding agencies, services, and information.

State's Web Portal Promoted on Billboards
Billboards promoting Michigan.gov were placed by Adams Outdoor Advertising in selected urban areas from mid-November through mid-January. Messages focused on "Michigan.gov…Online, All the Time," and "State Services When You Need Them." Ann Arbor, Battle Creek, Bay City, Grand Rapids, Kalamazoo, Midland, and Saginaw were selected for the billboard locations.

Recent Events

November 20, 2001, Lansing TechConnect 2001 Meeting
Peyman Zand, Deputy Director of e-Michigan, presented "Project Management Best Practices," at this group's meeting, sponsored by the Lansing Regional Chamber of Commerce.

November 28, 2001, RAUG Meeting
Bob Rock, e-Program Coordinator, presented an overview of Michigan.gov at a joint meeting of Chief Accountants and the Revenue Accounting User Group (RAUG).

December 11, 2001, NECCC Conference
Stephanie Comai, Director of e-Michigan, presented "Developing Justifications and Support for e-Government Projects," and Peyman Zand, e-Michigan Deputy Director, presented "State Enterprise Models for Implementation of e-Government," to a

conference of the National Electronic Commerce Coordinating Council (NECCC), Las Vegas, Nevada.

December 11, 2001, Intergovernmental Technology Conference
Dan Lohrmann, e-Michigan Senior Technology Executive, presented "The Michigan.gov Story: Reinventing State Government Online," at the Intergovernmental Technology Conference, Hershey, Pennsylvania.

December 17, 2001, IMPACT Meeting
Dan Lohrmann, e-Michigan Senior Technology Executive, updated the Information Management Policy Advisory Committee (IMPACT) on traffic to Michigan.gov, status of projects underway, recent application launches, agency migration, and other ongoing e-Michigan projects.

December 20, 2001, Web Council Meeting
Ric Tombelli, e-Michigan Webmaster, updated agency Webmaster liaisons on portal content procedures, SurfAid enhancements, CMA enhancements, and agency migration status.

January 14, 2002, IMPACT Meeting
Dan Lohrmann, e-Michigan Senior Technology Executive, updated the Information Management Policy Advisory Committee (IMPACT) on applications launched since mid-December, agency migration, and credit card information retention policy.

January 17, 2002, Web Council Meeting
Ric Tombelli, e-Michigan Webmaster, updated agency webmaster liaisons on resource allocation for content migration, post-migration issues, third party applications, WebEdit Pro, Content of Excellence website, Inktomi Search, and agency migration status.

February 6, 2002, Legislative Lunch Briefing
Stephanie Comai, Director of e-Michigan, presented an overview of Michigan.gov focusing on services available through the portal, site traffic, and future plans to Legislators and their staff.

February 13, 2002, IMPACT Meeting
Peyman Zand, Deputy Director of e-Michigan, teamed with Dan Helfrich and Ruth Cardella of Deloitte Consulting to provide updates at the Information Management Policy Advisory Committee (IMPACT) meeting. Their update covered traffic to Michigan.gov, status of projects underway, recent launches, Intranet pilot, agency migration and best practices, and the e-Government Value Estimator.

February 21, 2002, Web Council Meeting
Ric Tombelli, e-Michigan Webmaster, updated agency webmaster liaisons on CMA usage issues, post migration issues, third party applications document, third party search, advanced Inktomi search, agency migration issues, and recent launches at their monthly meeting.

Upcoming Events

March 12, 2002
Information Management Policy Advisory Committee (IMPACT) Meeting

March 21, 2002
Web Council Meeting

April 7, 2002
The Annual Computerworld Laureates' Dinner and Medal Ceremony, The Palace of the Legion of Honor, San Francisco, California.

April 16, 2002
IMPACT Meeting

April 18, 2002
Web Council Meeting

April 19, 2002
Administrative Officers Association Meeting, East Lansing

April 22, 2002
International Association of Government Accountants/Auditors, Lansing.

May 14, 2002
IMPACT Meeting

June 24-27, 2002
e-Gov 2002 Conference and Exhibition, Washington, D.C.

Receiving Global Updates

If you would prefer not to receive these periodic Global Updates, please send an e-mail message to Lynne Adamczyk (adamczykl@michigan.gov) in the e-Michigan Office. Alternatively, if you would like to subscribe to these updates, Lynne will be happy to add you to our list.